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# AIRPORT IT & NEW TECHNOLOGY

**Manchester Airport (United Kingdom) has introduced a biometric passenger identification system at Terminal 2 to manage mixed domestic and international operations.**
The new model allows passengers to share the same departure and arrival infrastructure, replacing traditional physical segregation with a digital system developed with Amadeus, a global travel technology provider. Biometric identity reconciliation enables passengers to move through the terminal without manual checks, while ensuring correct routing to appropriate border control processes, including UK Border Force eGates or staffed controls.
The system processes tens of thousands of passengers each month and has achieved automated reconciliation rates of approximately 99%. It is currently in use for airlines including Aer Lingus, Aurigny, British Airways, easyJet and Loganair.
The airport reports that the system supports increased capacity within the existing terminal footprint and contributes to operational efficiency and commercial performance linked to its GBP 1.3 billion (USD 1.6 billion) transformation programme. #1266.AIT1

**Austria has extended its biometric border control contract for the Entry-Exit System, reflecting continued delays in the European rollout.** The agreement between the Austrian Federal Ministry of the Interior and secunet, a German provider of security and biometrics technology, was originally signed in 2022 for EUR 14.6 million (USD 16.7 million) and has since increased to EUR 22 million (USD 25.2 million) following multiple amendments. The contract has now been extended from its original four-year term to seven years, running until March 2029.
The changes are linked to repeated postponements of the EES by the European Commission and delays in the central system managed by eu-LISA. The implementation period has been extended by three years and seven months, with the system entering gradual rollout in October 2025 and full operation scheduled for 10 April 2026. #1266.AIT2

**San José Mineta International Airport (California, United States) has introduced an artificial intelligence-powered humanoid robot to assist passengers within Terminal B.** The robot, developed by local technology company IntBot, provides real-time information on flights, airport services and navigation, and is capable of interacting in more than 50 languages. The system is designed to operate in high-traffic environments, supporting passenger enquiries through voice, visual and contextual recognition technologies.
The deployment is being tested over a four-month pilot programme to assess its impact on passenger experience, accessibility and operational efficiency, as part of the broader adoption of digital and automated services in airport terminals. #1266.AIT3

**The Transportation Security Administration plans to expand biometric identity verification at airline crew access points across US airports.** The programme involves deploying additional touchless verification units at Crewmember Access Point (CMAP) lanes, which provide expedited security access for eligible pilots and flight attendants. These lanes are part of the transition from the Known Crewmember programme, now being brought fully under TSA control.
The expansion will be delivered through a sole-source modification to an existing contract with ReliaSource, increasing the contract value to approximately USD 3.8 million. The scope includes supplying and installing biometric kiosks, alongside deployment support, maintenance and helpdesk services.
The system uses a standardised hardware configuration incorporating tablets, cameras and biometric imaging components, integrated with TSA applications to enable automated identity verification. The

agency stated that retaining the existing contractor ensures continuity in deployment and reduces operational risk ahead of the current programme transition deadline in December 2026.
The rollout is intended to strengthen security, improve compliance and streamline crew processing, while maintaining compatibility with existing infrastructure and future scalability. #1266.AIT4

**Bengaluru's Kempegowda International Airport (Karnataka, India) has launched a trial of fully contactless international travel using biometric and digital identity systems.**
The initiative allows passengers to move through the airport without presenting physical passports or boarding passes, with identity verification carried out through automated biometric processes from entry to boarding.
The trial aims to reduce processing times, remove manual document checks and improve operational efficiency while maintaining security standards. If implemented at scale, the system could significantly streamline passenger flows and support wider adoption of digital, paperless travel across India's aviation sector. #1266.AIT5

**Da Nang International Airport (Vietnam) has introduced a biometric priority lane to accelerate passenger processing and support digital transformation.** The new system, deployed in the domestic departure terminal, enables passengers with registered digital identification to complete security and boarding procedures using facial recognition or QR codes, eliminating the need for physical documents. The biometric platform, based on Vietnam's VNeID system, automates identity verification and reduces processing times while maintaining security standards.
The initiative follows a pilot phase launched in 2023 and is now fully operational, with plans to expand biometric services across the airport. The development forms part of broader efforts by the Airports Corporation of Vietnam to enhance efficiency and improve the passenger experience through advanced technology. #1266.AIT6

**Phu Quoc International Airport (Kien Giang Province, Vietnam) is set to implement a fully digital, self-service passenger model through a new partnership between Sun Group and SITA.** The agreement will introduce end-to-end automation across the passenger journey, including self-service check-in, bag drop, security processing and biometric boarding, supported by integrated data platforms and real-time operational systems. The rollout will begin at Phú Quốc Airport, with expansion across Sun Group's wider aviation ecosystem, including Vân Đồn International Airport and Sun PhuQuoc Airways.
The development forms part of broader upgrades to position Phú Quốc as a 5-star international gateway, with digitalisation aimed at reducing processing times, improving operational efficiency and enabling a seamless passenger experience.
Future phases include off-airport check-in at hotels and resorts, alongside integration with tourism and hospitality services to create a connected travel ecosystem.
The project builds on earlier partnerships to develop Phú Quốc as an "airport destination" and supports preparations for increased international traffic, including APEC 2027. #1266.AIT7

**Hong Kong International Airport (Hong Kong, China) has introduced 12 additional biometric immigration lanes using facial recognition for arriving residents.** The new "Face Easy" e-Channels allow eligible Hong Kong residents to complete arrival clearance through facial scanning without presenting identity cards or fingerprints, replacing elements of the previous system that required document and biometric verification. The system was first announced in September 2025 and is being deployed progressively.

The expansion forms part of a wider rollout of 26 upgraded e-Channels, which will replace existing facilities in stages. According to the Hong Kong Immigration Department, the total number of biometric lanes is expected to reach 52 by 2027.
Biometric processing has also been introduced for departures since 2022 through the Flight Token system, covering check-in, baggage drop, security screening and boarding. The airport handled 61 million passengers in 2025. #1266.AIT8

## Apps & Websites

**Valencia Airport (Spain) has begun testing an indoor navigation system using augmented reality to improve passenger wayfinding within its terminal.** The pilot uses the GoodMaps application, which requires full digital mapping of the terminal and enables real-time navigation throughout the facility. The system also includes accessibility features designed to assist passengers with different mobility or orientation needs.
The project forms part of Aena's innovation programme and follows a 2024 startup selection process. Results from the trial phase will be used to assess performance and determine potential deployment at other airports in the network. #1266.AIT9

**Mappedin, a Canada-based indoor digital mapping technology provider, has secured USD 24.5 million in growth financing led by Edison Partners, with participation from Betatron Venture Group.** The funding will support expansion of the company's spatial mapping platform beyond individual buildings to city-scale indoor environments, while increasing access for emergency services, safety organisations and large public venues. The platform is designed to provide navigation, operational data and coordination capabilities within complex indoor spaces.
Mappedin's technology is already deployed at Los Angeles International Airport (California, United States), where it supports indoor navigation and operational functions. The company stated that demand has expanded beyond wayfinding to include applications such as security coordination and operational intelligence.
The investment will be used to scale the platform and extend deployment across additional enterprise customers and public-sector users, with a focus on managing indoor spatial data and supporting multiple operational use cases. #1266.AIT10

**Los Angeles International Airport (California, United States) has selected Daktronics to supply digital display systems for the Tom Bradley International Terminal as part of an upgrade programme.** Daktronics, a US-based manufacturer of LED display technology, will deliver more than 30 displays across the terminal, covering a total area of approximately 1,394 m² (15,000 square feet). The installation includes multiple display types located at gates, arrivals areas, baggage claim and ticketing zones, with pixel spacing ranging from 1.5 mm to 2.5 mm.
The largest display will measure approximately 754 m² (8,119 square feet), while another installation behind ticket counters will cover around 397 m² (4,279 square feet). The systems will provide flight information and wayfinding functions integrated with the airport's existing operational infrastructure.
Los Angeles International Airport handled more than 70 million passengers in 2025, including over 23 million international travellers, and the display project forms part of Los Angeles World Airports' wider infrastructure modernisation programme valued at approximately USD 30 billion. #1266.AIT11

**The National Bank of Oman and Oman Airports have agreed to develop an integrated digital payments and rewards system across airport operations in Oman.** The National Bank of Oman, a commercial bank in Oman, and Oman Airports, a state-owned company responsible for managing the

country's airports, including Muscat Airport (Oman), will introduce payment-linked solutions connecting travel, retail and customer rewards within a unified platform. The system is intended to support transactions and customer engagement across multiple airport touchpoints.
The collaboration will focus on integrating financial services into the passenger journey, enabling combined payment and rewards functions within airport environments. This includes linking banking services with retail and travel-related activities to support commercial operations and passenger transactions.
The initiative will be implemented in phases, with further development planned to support additional travel-related financial services and customer programmes over time. #1266.AIT12

**Synect, a provider of airport passenger communication and digital content solutions, has introduced EventReady, a programme designed to support airport operations during large-scale international events.** The solution combines event-specific visual content, digital signage and passenger information tools across the airport journey, including arrivals, gates, baggage claim and ground transport areas. Features include multilingual wayfinding, mobile integration and data-driven displays such as flight, gate and baggage information.
EventReady can be deployed using existing digital signage systems or integrated with Synect's Passenger360 digital content management platform, which connects with airport operational systems and third-party data sources. The system can also incorporate additional communication tools within a unified framework.
The programme is modular and allows customisation for specific events, airports and sponsors, with options to integrate branding and commercial content alongside passenger information. #1266.AIT13